

**Service Area VI Quality Improvement Committee Meeting – November 17, 2010**

<b>Type of Meeting</b>	<b>Service Area 6 Quality Improvement Committee</b>	<b>Date</b>	<b>November 17, 2010</b>
<b>Place</b>	<b>Kedren Community Mental Health Center 4211 S. Avalon Blvd., Los Angeles, CA 90011</b>	<b>Start Time</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Kimberly Spears, Chairperson Erica Melbourne, PsyD, Co-Chair</b>	<b>End Time</b>	<b>11:00 a.m.</b>

**Members Present:** Aimee Cueltar, PIC Services; Ashlei Sullivan, L. A. Child Guidance Center; Beverly Byrd, Augustus Hawkins; Carmen Haley, Alafia; Cathi Collins, Counseling 4 Kids; DeAnn Slaise, SHARP; Darlene Leon, Kedren Family Preservation; Donna Roque, Drew Child Development Corp; Desiree Odom, Didi Hirsch Mental Health; Douglas Ware, DMH; Erica Lara, Starview Community Services; Francisco R., PIC Services; Jaime Sheehan, Shields for Families; Jan Nolan, LAUSD; Jennifer Calmelat, Tessie Cleveland; Julie Elder, SCHARP; Karen Sprague, Pacific Clinics; Kathy Miura, PIC Services; Kimberly Spears, DMH SA6 Adm; La Bonda Nelson, Personal Involvement Center; Lisa Harvey, Hollygrove/EMQ Families First; Marcy Pullard, Alafia; Marilyn Campbell, Kedren Mental Health; Mimi Nguyen, Asian Pacific Residential Treatment; N. Madyun, West Central Mental Health; Nicole Salazar, Exodus Recovery, Inc; Nicole Ward, Children's Institute; Rosary Woods, Kedren Mental Health; Terry Robinson, Children's Institute; Vynette Moore, Shields for Families;

<b>Members Absent</b>			
<b>DMH Support</b>	<b>Anthony Cooksie, DMH; Thang Nguyen, DMH</b>		
<b>Agenda Item &amp; Presenter</b>		<b>Decisions/Recommendations Actions/Scheduled Tasks</b>	<b>Person Responsible / Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.		Kimberly Spears, Chair
<b>Review of Minutes – September 15, 2010</b>	The minutes for September 15, 2010 were approved as read.		SA 6 Membership
<b>Quality Improvement – Kimberly Spears and Dr. Erica Melbourne</b>	<p>Ms. Spears discussed and distributed information on the following topics:</p> <p>1. <u>Cultural Competency Committee</u></p> <p>Out of the 33 forms the Committee is working on getting translated into the threshold languages, fourteen (14) forms have been completed, namely:</p> <ul style="list-style-type: none"> <li>• ACCESS Brochure;</li> <li>• Authorization for Request or Use/</li> </ul>		

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November 17, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
	<p>Disclosure of Protected Health Information;</p> <ul style="list-style-type: none"> <li>• Caregiver's Authorization Affidavit;</li> <li>• Change of Provider;</li> <li>• Client Care Coordination Plan;</li> <li>• Clients Request for Access to Health Information;</li> <li>• Consent for Service;</li> <li>• Consent for Telemental Health Services;</li> <li>• Consent of Minor;</li> <li>• Consent to Photograph/Audio Record;</li> <li>• Educational Materials';</li> <li>• LACDMH Advance Health Care Directive Fact Sheet and Acknowledgement Form;</li> <li>• LACDMH Notice of Privacy Practices; and</li> <li>• Outpatient Medication Review.</li> </ul> <p>The forms will be reviewed for cultural competency and cultural sensitivity.</p> <p>Ms. Spears asked the group if there were any forms missing from the list they feel should be added to the list. If the group later feels a particular form should be given priority, Ms. Spears should be contacted.</p>	<p>None were suggested.</p>	

Serve Area VI Quality Improvement Committee Meeting – 3

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
	<p>Another thing the CCC Committee is working on is putting together articles for the ENews that talks about cultural competency, trainings, etc.</p> <p>Ms. Spears reported her attendance at a meeting largely attended by Ethiopians who felt they have been left out of Service Area 6: there are no forms in their language; and the ACCESS Call Center cannot translate.</p> <p>Ms. Spears stated that the Ethiopian community is collaborated between Service Areas 4, 5 and 6.</p> <p><u>2. QI Work Plan Implementation Status Report-Patient's Rights Office, Requests for Change of Provider-Report No. 09.111-7-1, dated 11/4/10</u></p> <p>The number of Request for Change of Provider has significantly increased in the second half of FY 09-10.</p> <p><u>3. QI Work Plan Implementation Status Report-Co-Occurring Disorders-Report No. IV.1.2</u></p> <p>All programs funded by the Mental Health Services (MHS) are required to integrate mental health and substance abuse services for all clients who need them.</p>		



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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
	<p>Necessary action steps are outlined and recommended policy changes.</p> <p>It should be noted that if “yes” is checked for Substance Abuse on the Co-Occurring Disorder form, be sure to put the date on the form and on the completed assessment in the chart.</p> <p><u>4. QI Work Plan Implementation Status Report – Report NO. 10.III.6-7. Dated 11/4/10 – LAC DMH Annual Beneficiary Grievance/Appeal Report FR 2009-2010</u></p> <p>Ms. Spears stated that agencies should let clients know if they have a grievance that they are within their rights to complete a grievance form. Individual agencies should ensure compliance in this matter. They should make sure that beneficiary/grievance materials are available for clients that come to their agencies. This Report also list the categories of grievances.</p> <p><u>5. QI Work Plan Implementation Status Report – CCC Report No. IV.1</u></p> <p>This report will discuss quality improvement efforts regarding use of the CCCP within the MHP since the previous status report dated 10/20/09.</p>		

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
	<p><u>6. QI Work Plan Implementation Status Report – Medication Support Services – Report No. 10.IV.1</u></p> <p>Medication Support Services forms were created/revised to improve medication support services documentation and to facilitate transition to an Electronic Health Record (EHR).</p> <p><u>7. Risk Management</u></p> <p><u>a. Parameter 02.9 – Access to Mental Health Services After Discharge from Psychiatric Hospitals and Juvenile Justice Programs, dated – 10/2010.</u></p> <p>This information is helpful for child agencies. It list the parameters for accessing mental health services when discharged from a psychiatric inpatient service or released to the community by the court from a juvenile justice program.</p> <p>Ms. Spears stated we are to supposed to see these clients within 7 days after discharge. The juvenile justice system is tracking this. Anyone with this category of clients, please contact Kimberly Spears for any questions.</p>		

Service Area VI Quality Improvement Committee Meeting – 6  
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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
<p>Quality Assurance – Kimberly Spears &amp; Dr. Erica Melbourne</p>	<p>b. <u>DMH Parameters for Use of Psychotropic Medication in Children and Adolescents</u></p> <p>These parameters are designed for the use of psychoactive medications for the treatment of mental disorders in children and adolescents, ages birth to seventeen (17) who receive treatment at either directly-operated LAC DMH clinics or the Department's contracted agencies.</p> <p>8. Annual Grievance/Appeal Report to State DMH, County of Los Angeles, Department of Mental Health, Patients' Rights Office, Requests for Change of Provider 09.111. 7-1 (Report dated 4-27-10) Change of provider Requests: <a href="mailto:patientsrightsoffice@dmh.lacounty.gov">patientsrightsoffice@dmh.lacounty.gov</a></p> <p>1. <u>New State Appeal Process – QA Bulletin #10-02 (available on-line) – "California Code of Regulations (CCR) Changes which Alter the State DMH Audit Appeal Process."</u>- dated 9/15/10</p> <p>A second level of appeal has been added which allows contractors of local Mental Health Plans to appeal directly to the State. Effective immediately, when EPSDT audit findings are received, a</p>		



Service Area VI Quality Improvement Committee Meeting – 7  
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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
	<p>Legal Entity will have to option of filing an informal appeal with the State DMH either through the LAC DMH or directly to the State DMH.</p> <p>2. <u>Status of AB3632 Program – Email from Robin Kav dated 11-5-10</u></p> <p>LAC DMH received notification of the transfer of federal funds to County Departments of Education and from LACOE to LACDMH. AB3632 providers are expected to immediately resume full service delivery under the program. This includes accepting new referrals for potentially eligible students, participating in IEPs, assessments and providing services to children as authorized through the IEP process.</p> <p>3. <u>Assessment Training Module Acknowledgement form</u></p> <p>Ms. Spears reported that 82 people attended the Assessment Training which was conducted at Augustus F. Hawkins on October 6, 2010. So far, Service Area 6 had the highest number of attendees.</p> <p>In terms of disallowances by the State Audit on the CCCP, Service Area 6 had</p>		

**Service Area VI Quality Improvement Committee Meeting – 9  
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<p>Service Area 6 Quality Assurance &amp; Improvement Newsletter – November 2010 – Dr. Erica Melbourne &amp; Kimberly Spears</p>	<p><b>6. Clinical Records – Three New Policies (available on-line)</b></p> <p>The three new policies are:</p> <p>(1) <u>202.38 – “Non-Open Protected Health Information (PHI) File”</u> – to establish uniform policy and practices in the LAC DMH directly-operated programs for retaining information on an individual prior to opening a Clinical Record.</p> <p>(2) <u>202.39 – “Clinical Correspondence Concerning Clients”</u> – to establish a uniform policy for staff of the LAC DMH directly-operated programs when responding to requests for clinical correspondence on current or past DMH clients.</p> <p>(3) <u>202.40 – “Triage”</u> – to establish uniform triage policy and practices in the LAC DMH directly-operated programs.</p> <p>Dr. Erica Melbourne reviewed the November 2010 issue of the Newsletter with the attendees. Regular features of the Newsletter include questions and answers, training dates, DMH announcements and more.</p>		



**Service Area VI Quality Improvement Committee Meeting – 10  
November 17, 2010**


Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
Other Items	<p><u>FSP Guidelines for the Assessment and Management of Clients at Risk for Violence, November 14, 2008</u></p> <p>FSP staff has expressed concern about working with clients at risk for violence. These are guidelines for the assessment and management of clients at risk for violence.</p> <p>Ms. Spears suggested that she be contacted if agencies have clients that are involved with the Los Angeles Police Department or the Sheriff's Department on a regular basis.</p> <p><u>MH 525-"Contact Information", revised 11/07</u></p> <p>This is a required form for agencies other than contract.</p> <p>Ms. Marilyn Campbell, BSN, RN, Chief Operations Officer, CQI/Compliance, and Risk Management – Kedren Acute Psychiatric Hospital and Community Mental Health Center-shared an <u>Assessment, Client Care Coordination Plan and Progress Note</u> on an 12-year old African-American male referred to Kedren from DPSS.</p>		
Quality Improvement Documentation Sharing			

**Service Area VI Quality Improvement Committee Meeting – 11**  
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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
Open Agenda Items	In answer to a question about the required age of child to sign the CCCP, Ms. Spears stated she would get back to the Committee with the answer.		Kimberly Spears
Adjournment	Meeting adjourned at 11:00 a.m.		Minutes recorded by Ruthie Randon

**NEXT MEETING: JANUARY 19, 2011**

  
 Kimberly Spears, Chair

  
 Dr. Erica Melbourne